

Transcript: VICTORIA

Taylor-5976770064465920-6007497736896512

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, my name is Nikki. I'm calling on behalf of Bailey Dental Group and I'm trying to speak with somebody in regards to a dental claim. Oh, okay. Um, so this is Benefits on a Card. We're just the benefits administrators. Okay. Um, but, uh, the dental is with American Public Life and I can give you- Okay. ... their phone number. They should be able to help with a claim. Sure. Um, I do have their number as well. Um, it looks like there's, on the back of a claim, it stated that you guys were waiting on information to confirm eligibility. So I'm just trying to see if there's an update with that? Yeah. So that's just, like, a, a general statement, uh, letting you know that the, the claim has been, you know, received and it's in processing. Mm-hmm. The only thing that we would actually be able to do on our end at Benefits on a Card is pull up the patient's file and see if they had active coverage during the date of service. But we don't- Okay. ... we don't handle claims, so I wouldn't be able- Okay. ... to tell you the status of it. Okay. So I will just call American Public Life then? Yes, ma'am. All right. Um- Yep. ... that's what I would do. Okay. Thank you so much. You're welcome. Have a wonderful day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, my name is Nikki. I'm calling on behalf of Bailey Dental Group and I'm trying to speak with somebody in regards to a dental claim.

Speaker speaker_0: Oh, okay. Um, so this is Benefits on a Card. We're just the benefits administrators.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but, uh, the dental is with American Public Life and I can give you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... their phone number. They should be able to help with a claim.

Speaker speaker_1: Sure. Um, I do have their number as well. Um, it looks like there's, on the back of a claim, it stated that you guys were waiting on information to confirm eligibility. So I'm just trying to see if there's an update with that?

Speaker speaker_0: Yeah. So that's just, like, a, a general statement, uh, letting you know that the, the claim has been, you know, received and it's in processing.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: The only thing that we would actually be able to do on our end at Benefits on a Card is pull up the patient's file and see if they had active coverage during the date of service. But we don't-

Speaker speaker_1: Okay.

Speaker speaker_0: ... we don't handle claims, so I wouldn't be able-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to tell you the status of it.

Speaker speaker_1: Okay. So I will just call American Public Life then?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: All right.

Speaker speaker_0: Um-

Speaker speaker_1: Yep.

Speaker speaker_0: ... that's what I would do.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: You're welcome. Have a wonderful day.

Speaker speaker_1: You too.

Speaker speaker_0: Bye-bye.